

A.
CHIP Client Survey Question by Question Percentages

Indicate the percentage that did not answer the question and then the percentage of each answer based on only those that answered. The highest percentage for each question is highlighted in blue. There were 432 surveys completed.

**Note: Percentages are not totaled due to the way they are calculated as noted in the report.*

Question #	Survey Question	Number	Percent*
1	Our records show that your child is now insured by CHIP. Is that right? Yes No Missing Total	428 4 4 436	99% 1% 1% *
2	With the choices CHIP gave you, how much of a problem, if any, was it to get a personal provider for your child that you are happy with? A big problem A small problem Not a problem Did not get a new personal provider Missing Total	3 15 326 87 1 432	1% 3% 76% 20% <1% *
3	Has there been a time when you felt your child received fewer services than other patients? Yes No Don't Know Missing Total	17 397 17 1 432	4% 92% 4% <1% *
4	Use any number from 0 to 10 where 0 is the worst provider possible, and 10 is the best provider possible. How would you rate your child's provider now? 0 Worst personal provider possible 1 2 3 4 5 6 7 8 9 10 Best Personal Provider Possible 11 My child doesn't have a personal provider Missing Total	0 0 1 0 4 12 16 39 79 74 175 24 8 432	0% 0% <1% 0% 1% 3% 4% 9% 19% 17% 41% 6% 2% *
5	In the last 6 months, did you make any appointments with a doctor or other health care provider for regular or routine health care for your child? Yes No Don't Know Missing Total	260 164 3 5 432	61% 38% 1% 1% *

6	In the last 6 months, how often did you get an appointment for your child for regular or routine health care as soon as you wanted? Never Sometimes Usually Always My child did not need an appointment for regular or routine care Missing Total	2 20 70 159 6 3 260	1% 8% 27% 61% 2% 1% *
7	In the last 6 months, how many days did you usually have to wait between making an appointment for your child for regular or routine care and actually seeing a provider? Same day 1 day 2-3 days 4-7 days 8-14 days 15-30 days 31 days or longer My child did not need an appointment for regular or routine care Missing Total	70 43 51 42 23 14 4 4 9 260	28% 17% 20% 17% 9% 6% 2% 2% 4% *
8	In the last 6 months, did your child have an illness or injury that needed care right away from a provider's office, clinic, or emergency room? Yes No Don't know Missing Total	198 227 2 5 432	46% 53% 1% 1% *
9	In the last 6 months, when your child needed care right away for an illness or injury, how often did he or she get care as soon as you wanted? Never Sometimes Usually Always My child did not need care right away for an illness or injury Missing Total	0 5 27 161 0 5 198	0% 3% 14% 83% 0% 3% *
10	In the last 6 months, how long did you usually have to wait between trying to get care for your child and actually seeing a provider for an illness or injury? Same day 1 day 2 days 3 days 4-7 days 8-14 days 15 days or longer My child did not need an appointment for illness or injury Missing Total	143 25 8 3 7 0 0 5 7 198	75% 13% 4% 2% 4% 0% 0% 3% 4% *

11	<p>In the last 6 months, how many times did you go to an emergency room to get car for your child? (<i>NOTE: the choice was None or fill in the blank</i>)</p> <p>None</p> <p>Entered a number</p> <p>Missing</p> <p>Total</p> <p>Number of Times to the Emergency Room</p> <p>1</p> <p>2</p> <p>3-4</p> <p>More than 5</p> <p>Total</p>	<p>370</p> <p>59</p> <p>3</p> <p>432</p> <p>45</p> <p>10</p> <p>3</p> <p>1</p> <p>59</p>	<p>86%</p> <p>14%</p> <p>1%</p> <p>*</p> <p>76%</p> <p>17%</p> <p>5%</p> <p>2%</p> <p>*</p>
12	<p>In the last 6 months, did you call a provider's office or clinic during regular office hours to get help or advice for your child?</p> <p>Yes</p> <p>No</p> <p>Don't know</p> <p>Missing</p> <p>Total</p>	<p>223</p> <p>205</p> <p>1</p> <p>3</p> <p>432</p>	<p>52%</p> <p>48%</p> <p><1%</p> <p>1%</p> <p>*</p>
13	<p>In the last 6 months, when you called during regular office hours, how often did you get the help or advice your child needed?</p> <p>Never</p> <p>Sometimes</p> <p>Usually</p> <p>Always</p> <p>I did not call for help or advice during regular office hours</p> <p>Missing</p> <p>Total</p>	<p>0</p> <p>8</p> <p>37</p> <p>175</p> <p>1</p> <p>2</p> <p>223</p>	<p>0%</p> <p>4%</p> <p>17%</p> <p>79%</p> <p><1%</p> <p>1%</p> <p>*</p>
14	<p>In the last 6 months (not counting times your child went to an emergency room), how many times did your child go to a provider's office or clinic to get care?</p> <p>None</p> <p>1</p> <p>2</p> <p>3</p> <p>4</p> <p>5-9</p> <p>10 or more</p> <p>Missing</p> <p>Total</p>	<p>90</p> <p>109</p> <p>99</p> <p>65</p> <p>29</p> <p>27</p> <p>8</p> <p>5</p> <p>432</p>	<p>21%</p> <p>26%</p> <p>23%</p> <p>15%</p> <p>7%</p> <p>6%</p> <p>2%</p> <p>1%</p> <p>*</p>
15	<p>In the last 6 months, once your child arrived at his or her provider's office or clinic, how long did your child have to wait before seeing the person your child went to see?</p> <p>15 minutes or less</p> <p>16 to 30 minutes</p> <p>31 to 60 minutes</p> <p>More than an hour</p> <p>Missing</p> <p>Total</p>	<p>182</p> <p>128</p> <p>21</p> <p>2</p> <p>4</p> <p>337</p>	<p>55%</p> <p>38%</p> <p>6%</p> <p>1%</p> <p>1%</p> <p>*</p>

16	In the last 6 months, how often were office staff at your child's provider's office or clinic as helpful as you thought they should be? Never Sometimes Usually Always My child had no visits Missing Total	1 13 90 231 0 2 337	<1% 4% 27% 69% 0% 1% *
17	Is your child old enough to talk with providers about his or her health care? Yes No Don't know Missing Total	289 137 5 1 432	67% 32% 1% <1% *
18	In the last 6 months, how often did doctors or other health care providers explain things in a way your child could understand? Never Sometimes Usually Always My child had no visits Missing Total	8 16 58 151 42 14 289	3% 6% 21% 55% 15% 5% *
19	If your child's personal provider couldn't see him or her, did the provider's office help you find another place to take your child? Yes No Don't know Missing Total	176 87 134 35 432	44% 22% 34% 8% *
20	If yes, where did they refer your child? (<i>NOTE: respondents were asked to mark one or more, so totals may not equal 176</i>) Another doctor or nurse Public Health Clinic/Community Health Center Emergency room at the hospital Other	135 11 10 10	81% 7% 6% 6%
21	Is your child 2 years old or younger? Yes No Don't know Missing Total	90 329 0 13 432	21% 79% 0% 3% *
22	After your child was born, did you get any reminders to bring him or her in for a check up to see how he or she was doing or for shots? Yes No Don't know Missing Total	55 30 4 1 90	62% 34% 4% 1% *
23	Since your child was born, has he or she gone to a provider for a check up to see how he or she was doing or for shots? Yes No Don't know Missing Total	81 4 2 3 90	93% 5% 2% 3% *

24	Did you get an appointment for your child's first visit to a provider for a check up or shots as soon as you wanted? Yes No Don't know Missing Total	77 2 1 1 81	96% 3% 1% 1% *
25	How many days did you have to wait between making an appointment for your child for a check up or for shots and actually seeing the provider? Within 24 hours 2-10 days 11-21 days 22-45 days More than 45 days Missing Total	13 50 8 1 3 2 77	17% 66% 11% 1% 4% 3% *
26	In the last 6 months, did your child have any visits for preventive care (such as shots or Well Child Check Ups)? Yes No Don't know Missing Total	139 283 6 4 432	32% 66% 1% 1% *
27	If No, why not? (NOTE: respondents were asked to mark one or more, so totals may not equal 283). My child did not need preventive care I was unable to schedule preventive care with child's provider I did not have any way to take my child to an appointment I did not have time to take my child to an appointment Other	253 3 1 2 15	92% 1% <1% 1% 5%
28	In the last 6 months, did your child get care from a dentist's office or dental clinic? Yes No Don't know Missing Total	218 210 1 3 432	51% 49% <1% 1% *
29	In the last 6 months, how many times did your child go to a dentist's office or dental clinic? None 1 2 3 4 5 to 9 10 or more Missing Total	0 120 64 26 4 2 0 2 218	0% 55% 30% 12% 2% 1% 0% 1% *

30	<p>Use any number from 0 to 10 where 0 is the worst dental care possible, and 10 is the best dental care possible. How would you rate your child's dental care?</p> <p>0 Worst dental care possible</p> <p>1</p> <p>2</p> <p>3</p> <p>4</p> <p>5</p> <p>6</p> <p>7</p> <p>8</p> <p>9</p> <p>10 Best dental care possible</p> <p>Missing</p> <p>Total</p>	<p>1</p> <p>0</p> <p>2</p> <p>2</p> <p>1</p> <p>10</p> <p>7</p> <p>19</p> <p>32</p> <p>37</p> <p>100</p> <p>7</p> <p>218</p>	<p><1%</p> <p>0%</p> <p>1%</p> <p>1%</p> <p><1%</p> <p>5%</p> <p>3%</p> <p>9%</p> <p>15%</p> <p>18%</p> <p>47%</p> <p>3%</p> <p>*</p>
31	<p>How many months or years in a row has your child been enrolled in CHIP?</p> <p>Less than 6 months</p> <p>6 to 12 months</p> <p>12 to 24 months</p> <p>Longer than 24 months</p> <p>Missing</p> <p>Total</p>	<p>11</p> <p>104</p> <p>149</p> <p>166</p> <p>2</p> <p>432</p>	<p>3%</p> <p>24%</p> <p>35%</p> <p>39%</p> <p><1%</p> <p>*</p>
32	<p>How well do you feel you understand CHIP? Use any number from 0 to 10 where 0 is not at all, and 10 is completely.</p> <p>0 I do not understand at all</p> <p>1</p> <p>2</p> <p>3</p> <p>4</p> <p>5</p> <p>6</p> <p>7</p> <p>8</p> <p>9</p> <p>10 I understand completely</p> <p>Missing</p> <p>Total</p>	<p>1</p> <p>0</p> <p>0</p> <p>2</p> <p>3</p> <p>27</p> <p>20</p> <p>76</p> <p>92</p> <p>88</p> <p>122</p> <p>1</p> <p>432</p>	<p><1%</p> <p>0%</p> <p>0%</p> <p><1%</p> <p>1%</p> <p>6%</p> <p>5%</p> <p>18%</p> <p>21%</p> <p>21%</p> <p>28%</p> <p><1%</p> <p>*</p>
33	<p>Have you or your child used BCBS/BlueCHIP Customer Service?</p> <p>Yes</p> <p>No</p> <p>Don't know</p> <p>Missing</p> <p>Total</p>	<p>206</p> <p>210</p> <p>15</p> <p>1</p> <p>432</p>	<p>48%</p> <p>49%</p> <p>3%</p> <p><1%</p> <p>*</p>
33b	<p>How useful did you find it?</p> <p>Very Useful</p> <p>Somewhat useful</p> <p>Not Useful</p> <p>We did not use customer service</p> <p>Missing</p> <p>Total</p>	<p>159</p> <p>43</p> <p>2</p> <p>1</p> <p>1</p> <p>206</p>	<p>78%</p> <p>21%</p> <p>1%</p> <p><1%</p> <p><1%</p> <p>*</p>
34	<p>Have you or your child used the BlueCHIP Enrollee Handbook?</p> <p>Yes</p> <p>No</p> <p>Don't know</p> <p>Missing</p> <p>Total</p>	<p>346</p> <p>68</p> <p>17</p> <p>1</p> <p>432</p>	<p>80%</p> <p>16%</p> <p>4%</p> <p><1%</p> <p>*</p>

34b	How useful did you find it? Very Useful Somewhat useful Not Useful We did not use enrollee handbook Missing Total	233 109 1 1 2 346	68% 32% <1% <1% 1% *
35	Have you or your child used the “Dental Care and Eyeglasses for Children in CHIP” booklet? Yes No Don’t know Missing Total	254 162 13 3 432	59% 38% 3% 1% *
35b	How useful did you find it? Very Useful Somewhat useful Not Useful We did not use the booklet Missing Total	181 67 2 2 2 254	72% 27% 1% 1% 1% *
36	How far do you travel ONE DIRECTION to see your child’s primary provider? 0 to 30 miles 31 to 60 miles 61 to 90 miles 91 to 150 miles 150 miles or more Missing Total	345 53 20 6 3 5 432	81% 12% 5% 1% 1% 1% *
37	Use any number from 0 to 10 where 0 is the least satisfied possible, and 10 is the most satisfied possible. How satisfied are you with the CHIP Program? 0 Completely unsatisfied 1 2 3 4 5 6 7 8 9 10 Completely satisfied Missing Total	2 0 0 0 1 5 4 20 36 75 287 2 432	<1% 0% 0% 0% <1% 1% 1% 5% 8% 17% 67% <1% *
38	In general, how would you rate your child’s overall health now? Excellent Very good Good Fair Poor Missing Total	222 149 54 5 0 2 432	52% 35% 13% 1% 0% <1% *

39	What is your child's ethnicity? Hispanic or Latino Not Hispanic or Latino Missing Total What is your child's race (<i>NOTE: the respondents were asked to mark one or more so the percentages when added might be greater than total listed above.</i>) White Black or African American Asian Native Hawaiian or other Pacific Islander American Indian or Alaska Native Unspecified Total	15 402 15 432 400 4 4 0 26 5 439	4% 96% 3% * 91% 1% 1% 0% 6% 1% *
40	What is your child's age now? Up to 2 years old 3 to 6 years old 7 to 11 years old 12 to 18 years old Missing Total	76 97 108 145 6 432	18% 23% 25% 34% 1% *
41	Is your child male or female? Male Female Missing Total	233 193 6 432	55% 45% 1% *
42	Are you male or female? Male Female Missing Total	38 394 0 432	9% 91% 0% *
43	What is your age now? Under 18 years old 18 to 24 25-34 35-44 45-54 55-64 65-74 75 or older Missing Total	2 20 140 194 63 7 3 1 2 432	<1% 5% 33% 45% 15% 2% 1% <1% <1% *
44	What is the highest grade or level of school that you have completed? 8 th grade or less Some high school but did not graduate High school graduate or GED Some college or 2-year degree 4-year college graduate More than 4-year college degree Missing Total	8 72 137 141 48 18 8 432	2% 17% 32% 33% 11% 4% 2% *

45	How are you related to the child?		
	Mother or father	429	99%
	Grandparent	1	<1%
	Aunt or uncle	0	0%
	Older brother or sister	0	0%
	Other relative	1	<1%
	Missing	1	<1%
	Total	432	*